



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Frontier Communications - Midland, Inc.
for quarter ending March 31, 2004

| Performance Data | January | February | March | Quarterly Average |
|--|---------|----------|---------|-------------------|
| A. Operator Answering Time - Toll and Assistance [730.510(a)(1)] | 3.03 | 3.00 | 3.17 | 3.07 |
| B. Operator Answer Time - Information [730.510(a)(1)] | 5.39 | 5.05 | 5.14 | 5.19 |
| C. Repair Office Answer Time [730.510(b)(1)] | 2.00 | 4.00 | 3.00 | 3.00 |
| D. Business or Customer Service Answer Time [730.510(b)(1)] | 30.00 | 13.00 | 18.00 | 20.33 |
| E. Percent of Service Installations [730.540(a)] | 97.92% | 96.61% | 99.22% | 98.30% |
| F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)] | 0.00% * | 0.00% * | 3.28% * | 1.35% * |
| G. Trouble Reports per 100 Access Lines [730.545(a)] | 1.30 | 0.90 | 1.50 | 1.23 |
| H. Percent Repeat Trouble Reports [730.545(c)] | 19.48% | 9.48% | 6.33% | 11.40% |
| I. Percent of Installation Trouble Reports [730.545(f)] | 9.80% | 2.38% | 5.77% | 6.21% |
| J. Missed Repair Appointments [730.545(h)] | 12 | 9 | 10 | 10 |
| K. Missed Installation Appointments [730.540(d)] | 1 | 2 | 1 | 1 |

Comments



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